

## Metro Customer Services

Metro has two customer service offices in downtown Seattle to serve you.

<b>King Street Center</b> 201 S Jackson St Monday-Friday 8:30 am - 4:30 pm	<b>Transit Tunnel</b> Westlake Station Last four / first four business days each month 8:30 am - 4:30 pm
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Lost & Found  
Monday-Friday  
8:30 am - 1 pm  
2 pm - 4:30 pm

At both locations buy ORCA cards, bus passes, senior permits and taxi scrip, and get information about bus service. Only the King Street Center office registers applicants for disability permits and provides lost-item return service on weekdays.

Customer Service (general information, trip planning, comments and lost & found)

Seattle metro calling area .....	206-553-3000
Toll Free .....	1-800-542-7876
Hearing impaired .....	TTY Relay: 711

Metro Online / Online Trip Planner .....

www.kingcounty.gov/metro

Carpool/Vanpool .....	206-625-4500
Hearing Impaired .....	TTY Relay: 1-800-833-6388

Community Transit..... 1-800-562-1375

Pierce Transit..... 1-800-562-8109

## Snow/Emergency Service

### Servicio de emergencia/ nieve

During most snow conditions, this route will operate via the snow routing shown in this timetable. In the rare event that Metro declares an emergency, it will not operate. Visit [kingcounty.gov/metro/snow](http://kingcounty.gov/metro/snow) and sign up for Transit Alerts to stay informed during adverse conditions.

*Durante la mayoría de las nevadas, esta ruta operará por la ruta designada que se muestra en este programa. En el caso poco frecuente que Metro declare una emergencia, no operará. Visite [kingcounty.gov/metro/snow](http://kingcounty.gov/metro/snow) y regístrese para obtener Alertas de Tránsito y mantenerse informado durante las condiciones adversas.*

## Online Trip Planning

Use Metro's online Trip Planner to plan trips on scheduled service in King, Pierce and Snohomish counties. It provides details on transit stops, routes and schedules. Trip Planner itineraries do not include service disruptions and reroutes caused by weather, emergencies, traffic, events or construction.

Trip Planner includes Metro Transit, Pierce Transit, Community Transit, Everett Transit, ST Express buses, Link light rail, Sounder commuter rail, King County Water Taxi, Washington State Ferries, the Seattle Center Monorail, and Seattle Streetcar.

[www.kingcounty.gov/tripplanner](http://www.kingcounty.gov/tripplanner)

## ORCA Card

Metro Transit and eight other Puget Sound transportation agencies (Community Transit, Everett Transit, Kitsap Transit, Pierce Transit, Sound Transit, Seattle Streetcar, King County Water Taxi and Washington State Ferries) use a common fare-payment system called ORCA (One Regional Card for All). The ORCA card works as cash or a pass, and it automatically tracks the value of your fares and transfers, letting you move easily between the participating transportation systems.

Get your ORCA card online at [www.orcard.com](http://www.orcard.com), by phone at 1-888-988-6722 (ORCA) or TTY Relay: 711 (1-888-889-6368), at ticket vending machines in Sounder and Link rail stations, or at one of the transit agency customer service offices. The ORCA Web site also provides information on how to use the card, as well as locations at which they can be reloaded with a new pass or additional cash.

## Need more information or assistance?

- Visit Metro Online at [kingcounty.gov/metro](http://kingcounty.gov/metro)
- Call Metro's Customer Information Office, 206-553-3000, Mon-Fri except for major holidays (May 30, July 4, and Sept. 5, 2016)
  - 6 am - 8 pm for trip planning assistance
  - 8 am - 5 pm for ORCA assistance and customer comments

## How To Pay

Upon boarding, pay your fare with exact change or a convenient regional ORCA card. ORCA cards are sold in downtown Seattle at Metro customer service offices in King Street Center and the Westlake tunnel station.

## What To Pay

	1 Zone	2 Zone
<b>Adults</b> (19 and older), Off Peak	\$2.50	\$2.50
<b>Adults</b> (19 and older), Peak	\$2.75	\$3.25
<b>ORCA LIFT</b> Fare,* all times	\$1.50	\$1.50
<b>Youth</b> (6-18 yrs), all times	\$1.50	\$1.50
<b>RRFP cardholders</b> (registered seniors, Medicare, disabled), all times	\$1.00	\$1.00
<b>Children</b> (thru age 5), all times	Four may ride free with person paying adult fare	

\*Income Qualified

## Cuánto pagar

	Zona 1	Zona 2
<b>Adultos</b> (19 años y mayor) fuera de hora pico	\$2.50	\$2.50
<b>Adultos</b> (19 años y mayor) en hora pico	\$2.75	\$3.25
Tarifa <b>ORCA LIFT</b> ,* a toda hora	\$1.50	\$1.50
<b>Jóvenes</b> (6-18 años), a toda hora	\$1.50	\$1.50
<b>Titulares de tarjetas RRFP</b> (personas mayores registradas, Medicare, discapacitados), a toda hora.	\$1.00	\$1.00
<b>Niños</b> (hasta los 5 años), a toda hora.	Pueden viajar hasta cuatro con una persona que pague la tarifa de adulto.	

\*Ingresos que reúnan los requisitos

## VanShare

### You know a good thing when you ride!

Let VanShare bridge the gap in your commute. Starting a vanshare is simple. You just need five people including a volunteer driver. Use it to make the connection to your final destination from any transportation terminal.

To start a VanShare, phone us at 206-625-4500 or e-mail us at [VanShare@kingcounty.gov](mailto:VanShare@kingcounty.gov). Link to our web page through Metro Online [kingcounty.gov/metro](http://kingcounty.gov/metro)

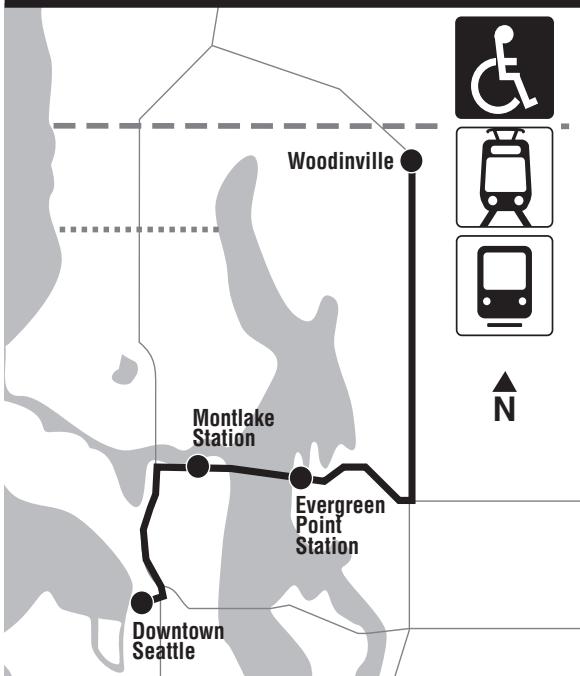


This paper uses minimum 30% post-consumer fibers; acid and chlorine free.  
Inks: Environmentally sensitive vegetable-based.

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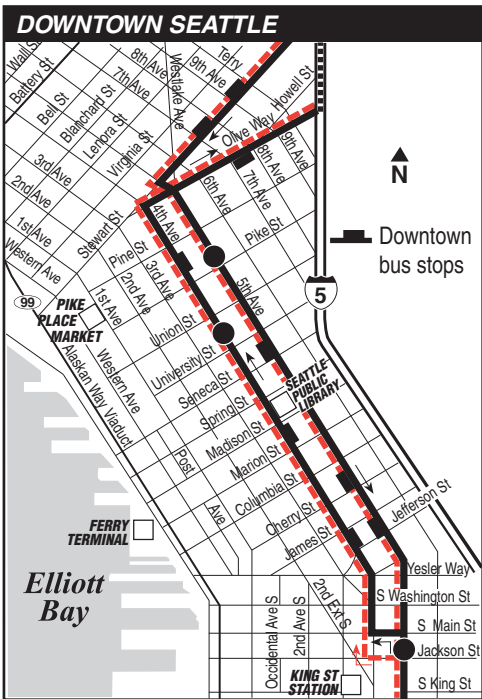
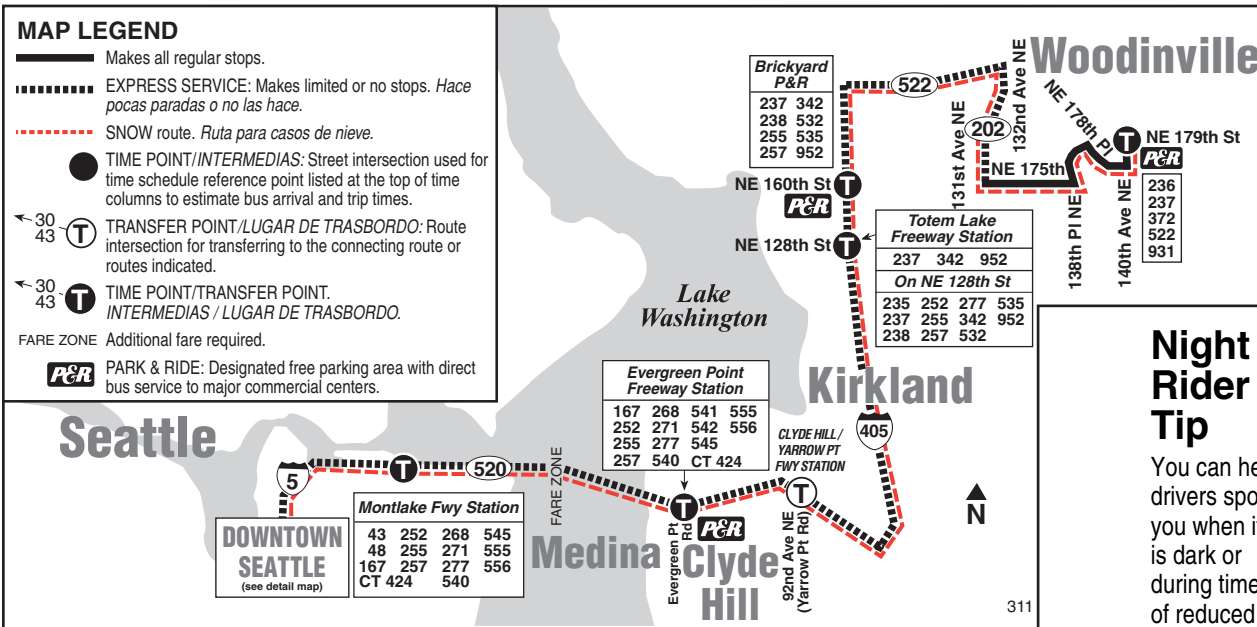
## Woodinville, Montlake, Downtown Seattle

Mar. 26 thru Sept. 9, 2016  
Del 26 de marzo al 9 de septiembre de 2016



King County  
**METRO**

We'll Get You There



## Holiday Information/ Información sobre feriados

There is no service on this route on weekends or the following holidays. *No hay servicio en esta ruta los fines de semana ni el siguiente feriados:*

Memorial Day	May 30
<i>Día de Conmemoración</i>	<i>el 30 de mayo</i>
Independence Day	July 4
<i>Día de la independencia</i>	<i>el 4 de julio</i>
Labor Day	Sept. 5
<i>Día del trabajo</i>	<i>el 5 de septiembre</i>

## Accessible Formats

People with disabilities who need this information in accessible formats may call 206-477-6066 (voice) or TTY Relay: 711.

## Special Fare Information

Shaded areas on weekday schedules indicate peak hour trips: \$2.75 one-zone and \$3.25 two-zone fares apply.

## Night Rider Tip

You can help drivers spot you when it is dark or during times of reduced visibility by wearing light-colored clothing and by standing in the most visible area of the bus stop. We don't want to miss you!

## 311 WEEKDAY/Entre semana

To DOWNTOWN SEATTLE →

Woodinville P&R	Brickyard P&R	Totem Lake Station	Evergreen Point Station	Montlake Station	Downtown Seattle	
140th Ave NE & NE 179th St	I-405 south-bound on-ramp at NE 160th St	I-405 & NE 128th St	On SR-520 at Evergreen Point Rd	On SR-520 at Montlake Blvd	5th Ave & Pike St	5th Ave S & S Jackson St
5:12	5:21‡	5:24‡	5:34‡	5:38‡	5:47‡	5:53‡
5:42	5:51‡	5:55‡	6:05‡	6:09‡	6:18‡	6:24‡
6:02	6:14‡	6:18‡	6:30‡	6:34‡	6:43‡	6:50‡
6:17	6:29‡	6:33‡	6:47‡	6:51‡	7:00‡	7:08‡
6:32	6:46‡	6:50‡	7:06‡	7:10‡	7:20‡	7:28‡
6:47	7:01‡	7:06‡	7:22‡	7:26‡	7:37‡	7:46‡
7:00	7:16‡	7:21‡	7:37‡	7:41‡	7:53‡	8:02‡
7:13	7:29‡	7:34‡	7:50‡	7:54‡	8:06‡	8:16‡
7:26	7:42‡	7:47‡	8:03‡	8:08‡	8:21‡	8:31‡
7:39	7:55‡	8:00‡	8:16‡	8:21‡	8:33‡	8:43‡
7:54	8:10‡	8:15‡	8:31‡	8:36‡	8:48‡	8:56‡
8:13	8:29‡	8:34‡	8:50‡	8:55‡	9:06‡	9:13‡

AM – Lighter Type PM – Darker Type

To WOODINVILLE →

Downtown Seattle		Montlake Station	Evergreen Point Station	Totem Lake Station	Brickyard P&R	Woodinville P&R
5th Ave S & S Jackson St	4th Ave & University St	On SR-520 at Montlake Blvd	On SR-520 at Evergreen Point Rd	I-405 & NE 128th St	I-405 north-bound on ramp at NE 160th St	140th Ave NE & NE 179th St
3:16	3:22	3:35‡	3:39‡	3:54‡	4:00‡	4:14‡
3:42	3:48	4:03‡	4:08‡	4:23‡	4:29‡	4:43‡
4:01	4:08	4:23‡	4:28‡	4:43‡	4:49‡	5:03‡
4:13	4:20	4:35‡	4:40‡	4:55‡	5:01‡	5:15‡
4:25	4:32	4:47‡	4:52‡	5:09‡	5:15‡	5:29‡
4:37	4:44	5:00‡	5:05‡	5:22‡	5:28‡	5:42‡
4:48	4:56	5:12‡	5:17‡	5:34‡	5:40‡	5:54‡
5:00	5:08	5:26‡	5:32‡	5:47‡	5:53‡	6:06‡
5:11	5:20	5:38‡	5:43‡	5:58‡	6:04‡	6:17‡
5:39	5:47	6:02‡	6:07‡	6:22‡	6:28‡	6:41‡
6:10	6:17	6:32‡	6:37‡	6:52‡	6:57‡	7:10‡

AM – Lighter Type PM – Darker Type

## Limited Stop Information

Route 311 makes no stops between NE 128th St Freeway Station (I-405 & NE 128th St) and Stewart St & Yale Ave EXCEPT at Yarrow Point, Evergreen, and Montlake freeway stations. To Woodinville, Route 311 makes no stops between Olive Way & Terry Ave and NE 128th Freeway Station EXCEPT at Montlake, Evergreen and Yarrow Point freeway stations.

## Timetable Symbol/ Símbolo del programa

‡ - Estimated time. *Tiempo estimado.*

## Bike & Ride

Metro buses have bike racks that hold three bikes. The racks are easy to use at no extra cost. Just follow the simple instructions posted near the rack. You may load or unload your bike anytime at all regular Metro bus stops, including downtown Seattle and the transit tunnel.